

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

	Testing Services is dedicated to enhancing student learning by providing comprehensive, accessible testing services to meet the increasing needs of students, faculty, administrators, and community members while maintaining test integrity.
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	With the addition of Diane Goodman as Director of Testing Services in July 2020, one of our immediate goals will be to determine the ways in which her skills can benefit the department. Testing Services will continue our availability using data driven decision making and utilizing an increase in community outreach to bolster participation on campus and drive retention.
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Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

	Increase FY 19/20 revenue generated by Testing Services by 15%, based on FY 18/19 generated revenue.
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	Compared FY 18/19 revenue (\$26948.65) against FY 19/20 revenue (\$35133.87). These numbers were provided by Budget using the detail code 6TST.
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	Apply to be recognized as a National Collegiate Testing Association (NCTA) certified testing center in the next fiscal year.
	We confirmed that an application was not submitted to become an NCTA certified testing center.
	A complete, submitted application to NCTA.
	This objective was completed at 30%. Requirements for application were identified, changes to campus labs were identified. The remaining 70% effort would include making applicable changes and submitting the completed application.

	Increase utilization of testing services.
	Number of tests given through Testing Services in the fiscal year 19/20 versus the previous year of 18/19. Also measured by statistics prior to campus shutdown for review of lessons learned (7/1/18 – 6/30/19 versus 7/1/19-6/30/20).
	10% growth over the previous fiscal year.

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	Investigate at least four other testing opportunities that could be offered by Testing Services.
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	<p>our efforts to increase utilization overall were put on hold while we focused solely on ensuring our students had access to the remote resources necessary to be successful during the closures. Not only did we give up additional anticipated revenue, we took on additional costs to test our students. I project that rescinding the restrictions and precautions will result in a significant increase in our short-term revenue and the ability to rebuild the program to the original operating standards.</p>
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